

**Will Carr:** You just mentioned same-day access. Can you define what that means?

**Rima Nelson:** What that means? So if a veteran comes in and needs to be seen by a mental health provider, they can be seen today.

**Will Carr:** Okay. It's been explained to me that there's a difference between preferred dates and actual dates when you can get seen, and so if somebody wants to get seen today, that can actually happen?

**Rima Nelson:** Yes.